

CAREER OPPORTUNITY

CHILD SUPPORT OFFICER I **(MSS TITLE: CHILD SUPPORT SPECIALIST I)**

LAKE COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES

Monthly Salary: \$2,220 - \$2,698

Application Deadline:

November 6, 2009

Close of Business

Written Test Date:

Tentatively scheduled for
Saturday, November 21, 2009

Oral Examination:

Tentatively scheduled for the
week of December 7, 2009

Location:

The administrative offices for
the Lake County Department of
Child Support Services are
located in Lakeport, California.

The existing eligible list will be
abolished upon completion of
this examination.

The Position

Working under close supervision, the Child Support Specialist I is the entry/trainee level in the Child Support Specialist series. A Child Support Specialist I performs a wide variety of duties consisting of maintaining a caseload, locating and interviewing custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support payments and enforcing child support laws; arranges for support payments when possible; prepares cases for court hearings as necessary; and performs related work as required. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Child Support Specialist II after one year of satisfactory performance at the trainee level.

Minimum Qualifications

While the following requirements outline the minimum qualifications, the department reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee an invitation to the test.

EITHER

Two (2) years of clerical experience involving extensive public contact;

OR

Completion of 60 semester or 90 quarter units of college.

Additional Information

License: A valid driver's license may be required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Position may also require pre-employment health screening and successful completion of a background check.

Lake County is an Equal Opportunity Employer

HOW TO APPLY FOR THIS EXAMINATION

Applicants must submit a completed MSS application. Applicants are encouraged to apply online by logging onto www.mss.ca.gov and following the instructions. Applicants without Internet access can obtain an application packet by contacting MSS, the Lake County Department of Child Support Services administrative offices, or the County Personnel Department. **Application documents must be mailed to the address below and received by close of business on the application deadline. POSTMARKS ARE NOT ACCEPTED.**

MERIT SYSTEM SERVICES

241 Lathrop Way, Sacramento, CA 95815
(916) 263-3614

Note: Your application and any additional material become the property of MSS and will not be returned. Please make a copy for your file.

THE EXAMINATION PROCESS

All completed applications will be screened against the Minimum Qualifications. Approved applications may be evaluated further to identify the most qualified applicants. When your status is determined, MSS will send you a letter via U.S. Mail informing you of such. Selected applicants will be invited to the next step of the examination process; see tentative dates on the front of this recruitment bulletin.

The examination process may include one or more of the following components: application evaluation, competitive rating of the application, and if required, a supplemental questionnaire; a written examination; job related exercise; and/or an oral examination.

SPECIAL TESTING ARRANGEMENTS

Special testing arrangements may be made to accommodate applicants with disabilities or whose religious convictions prevent them from testing on a specific date. If you require such arrangements, it is your responsibility to contact MSS (see the phone number below) at least **TWO WEEKS PRIOR** to the scheduled examination date and to provide MSS with a letter of confirmation from a doctor, school, religious pastor, etc. This letter will need to be on their company letterhead. Don't forget to call or you may not be granted your special arrangement. The phone number is (916) 263-3614.

FOREIGN EDUCATION

Applicants who completed their education outside of the United States must submit verification of degree equivalency along with their application. You may contact Education Records Evaluation Service, Inc. (916) 921-0790 or visit their website at www.eres.com for information on equivalency. Additional organizations that provide foreign education credential evaluation services can be found at www.naces.org. MSS will accept verification of degree equivalency from any of the listed member agencies.

Nothing in this recruitment bulletin constitutes an expressed or implied contract. MSS reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.

Bulletin Issue Date: October 30, 2009

CHILD SUPPORT SPECIALIST

APPLICANT INFORMATION REGARDING THE NATURE OF WORK PERFORMED

INTRODUCTION

Submitting an application is the first step toward a valuable and rewarding career as a Child Support Specialist. We offer this additional information in an effort to provide you with a clear understanding of the nature of the job and its requirements. Please take the time to review this information prior to submitting an application.

NATURE OF WORK

The primary function of a Child Support Specialist involves establishing paternity and child support obligations and enforcing child support laws. The work performed includes processing of a broad range of paperwork and entering information into a computer-based case data management system with very time sensitive agency and legal deadlines. The Child Support Specialist maintains a caseload and locates and interviews custodial and non-custodial parents and others to gather information for locating non-custodial parents and their assets, determining financial ability to pay child and medical support, establishing paternity and child support orders, and collecting those court- ordered support payments. They also prepare cases for court hearings.

Within legal requirements and departmental policies and procedures, Child Support Specialists operate with considerable independence and must exercise discretion and judgment in evaluating cases and determining the level of support and the methods of enforcement. They have discretionary ability to obtain highly confidential information from a wide variety of sources, which must be used only for business purposes. Misuse of such information is subject to criminal and civil action.

Typical duties include:

- Takes sworn statements from the custodial parent and non-custodial parent, and arranges or facilitates DNA testing in cases where paternity is in question.
- Evaluates income and expense data of custodial and non-custodial parent to determine support capability; reviews financial history to determine arrears obligation.
- Explains legal requirements and the calculation of support payments to custodial and non-custodial parents and other involved parties.
- Issues Summons and Complaints and Proposed Judgments to establish paternity and support orders and enforces those orders through wage assignments and other legal actions.
- Obtains and enforces health insurance orders.
- Recommends cases for prosecution, prepares legal documents for court filing, assists attorneys in preparing cases, and testifies in court as necessary.
- Initiates and processes such legal actions as subpoenas, orders to show cause, registration of foreign support orders, notices of assignment, writs of execution, property liens, orders of examination, and contempt of court actions pertaining to the enforcement of child support.
- Responds to and investigates complaints from custodial and non-custodial parents regarding hidden assets and/or "under the table" employment.
- Accesses computerized databases and maintains computerized files. Responds to and complete numerous daily, weekly, and monthly automated task lists.
- Responds to inquiries from the public, private attorneys, appointed and elected officials.
- Provides case status information and interprets child support statutes, regulations, and procedures to custodial and non-custodial parents.

Child Support Specialists are expected to handle a high volume of work which is deadline driven. Applicants must be able to prioritize, plan and project their work, but at the same time be flexible to changes at any moment, such as unscheduled visits from clients. They perform in a high stress work environment.

It is important to understand that the actions you take as a Child Support Specialist impact the lives of clients and their families, both emotionally and financially.

CONTROVERSIAL ISSUES

As a Child Support Specialist you may be required to take actions that conflict with your own values. A Child Support Specialist must be able to accept clients' differences and interact with them in a non-judgmental manner. Some of the controversial issues encountered in a Child Support environment include:

- Enforcing mandatory guideline child support orders that may not seem reasonable
- Attaching the wages of non-custodial parents who then allege they will not be able to support their current family
- Negatively impacting a non-custodial parent's credit rating
- Intercepting state and federal tax returns
- Revoking driver's licenses, required employment and professional licenses, and passports
- Clients who do not wish to be cooperative
- Clients in a highly emotional or irate mental state
- Custodial parents involved in Welfare fraud
- Clients who are domestic violence victims
- Clients with felony convictions
- Homeless individuals and families
- Clients whose life style, culture, and/or values may be significantly different than your own
- Mandatory reporting of child and adult abuse